



## STAR ONLINE PUBLICATION



**Case Number:** S2503000001

**Release Date:** February 2025

**Symptom/Vehicle Issue:** Service 4WD Message, Diagnostic Trouble Codes (DTCs) C1463-94 Front Axle Disconnect Control-Unexpected Operation, and/or C1463-92 Front Axle Disconnect-Performance or Incorrect Operation, Set.

**Discussion:** Some customers may experience a Service 4WD message. Upon further investigation, the technician may find DTCs C1463-94 and/or C1463-92 setting in the Drivetrain Control Module (DTCM).

Reports are being received of both DTCMs and Transfer Case assemblies being replaced for these DTCs. When tested, these components are coming back a Trouble Not Found (TNF). If you receive a vehicle in with the above condition, please be sure to follow all normal published diagnostics for the DTCs. If after all wiring harnesses and connections to the Front Axle Disconnect (FAD) have been verified, be sure to replace the FAD first as the DTCM or Transfer Case will not typically repair these DTCs.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.**